HP Scanjet Pro 3000 s2

User Guide

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1 Product basics

This User Guide covers what you need to know about using the HP Scanjet Pro 3000 s2 scanner.

- Product features
- Product walkaround
- About scan shortcuts
- Scanner software
- Sleep Mode and auto-off settings
- HP EveryPage Ultrasonic (Windows)

Product features

Table 1-1 Features

Resolution	600 pixels per inch (ppi)
Memory	512 MB of DDRII random-access memory (RAM)
Paper-handling	• **Document feeder:** Holds up to 50 sheets of 75 g/m^2 (20 lb) paper • **Two-sided scanning:** Two-sided documents scan in a single pass • **HP EveryPage Ultrasonic:** Detects when multiple pages feed through simultaneously
Environmental features	• By default, device enters Sleep Mode after 15 minutes of inactivity • High content of recyclable components and materials • ENERGY STAR® qualified
Scanning	Scan ( ) button enables scanning from the control panel

Product walkaround

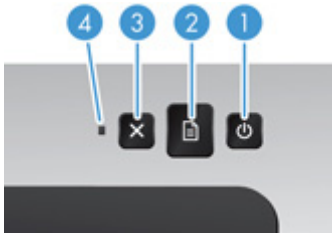
This section describes the physical components of the HP Scanjet Pro 3000 s2.

Front view

1	Document output tray with extension
2	Document input tray with extensions
3	Paper guides
4	Document feeder latch
5	Control panel

Control panel

Use the buttons on the control panel to start or cancel a scan, and to power the unit on and off.



Callout	Name	Description
1	Power button	Press the Power button to power on the scanner. Press and hold the Power button for three seconds to power off the scanner.
2	Scan button	Press the Scan button to initiate a scan.
3	Cancel button	Press the Cancel button to cancel a scan in progress.
4	Power LED	When lit, indicates that the scanner is powered on.

Back view

Callout	Description
1	USB input
2	Power supply input

About scan shortcuts

A scan shortcut is a set of saved scan settings. You can use HP software to create and manage scan shortcuts, and to assign a scan shortcut to the Scan ( ) button on the control panel.

Windows: Use HP Easy Scan to create and manage scan shortcuts.

Mac: Use HP Utility to assign the scan button workflow.

Scanner software

Your scanner comes with a variety of scanning software for both Windows and Mac operating systems.

Scanner software (Windows)

The HP Scanjet Pro 3000 s2 comes with a variety of Windows scanning software and drivers, including HP Easy Scan, EMC ISIS, HP Scanner Tools Utility, and HP TWAIN.

HP Easy Scan software

HP Easy Scan guides you through the scanning process. To open the software, double-click the HP Easy Scan icon on your desktop. For more information, click **?** on any HP Easy Scan dialog to open the HP Easy Scan Help.

Main Window

The Main Window is displayed when you open HP Easy Scan. Use this window to complete the following tasks:

- **Start a scan:** Load the original in the document feeder, select a shortcut, and then click **Scan**. The scan will be completed using the settings associated with the selected shortcut.
- **Work with shortcuts:** Quickly start a scan using an existing shortcut. You can use a default shortcut, a user-defined shortcut as is, or select and modify any shortcut for one-time use. You can also create a new shortcut based on an existing shortcut.

Image Viewer

The Image Viewer opens when you start a scan. Use this window to complete the following tasks:

- View thumbnails of the pages as they are scanned
- Scan more pages
- Rescan pages individually
- Edit pages individually to crop and rotate the images

- Reorganize or delete pages
- Complete the scan and process the document

HP Scanner Tools Utility

Use the HP Scanner Tools Utility to change the scanner's power management settings, and to find information about scanner settings, status, and maintenance.

To open the utility, do one of the following:

- Click the HP Easy Scan icon on the desktop, click the **Scanner** drop-down menu, and then click **Scanner Settings**.
- Windows XP, Vista, Windows 7: Double-click the HP Easy Scan icon on your desktop, click the **Scanner** drop-down menu, and then click **Scanner Settings**.
- Windows 8: On the **Start** screen, click the HP Scanner Tools Utility tile.
- Click **Start**, point to **Programs** or **All Programs**, point to **HP**, point to **Scanjet**, point to **3000 s2**, and then click **Scanner Tools Utility**.

HP TWAIN

HP TWAIN allows you to scan using TWAIN-compliant scan software from other (non-HP) vendors. Not all TWAIN-compliant software works in the same way, so consult the software documentation for details on how to acquire scans.

Scanner software (Mac)

The HP Scanjet Pro 3000 s2 provides a scanner driver for Mac OS. This allows you to use your scanner with an ICA-compliant application, including the Image Capture and Preview applications that are already installed on your Mac.

Image Capture provides basic scanning features for scanning documents. Image Capture is available in the **Applications** folder.

HP Utility allows you to configure the device and assign the scan button workflow on a Mac. HP Utility is available in the **Applications/Hewlett-Packard** folder.

Sleep Mode and auto-off settings

By default, the scanner will enter Sleep Mode after 15 minutes of inactivity, and will turn off automatically after two hours of inactivity to conserve power.

Windows: To change the default sleep and auto-off settings, complete these steps:

1. Start the HP Scanner Tools Utility by doing one of the following:
   - Double-click the HP Easy Scan icon on your desktop, click the **Scanner** drop-down menu, and then click **Scanner Settings**.
   - Windows XP, Vista, Windows 7: Click **Start**, point to **Programs** or **All Programs**, point to **HP**, point to **Scanjet**, point to **3000 s2**, and then click **Scanner Tools Utility**.
   - Windows 8: On the **Start** screen, click the HP Scanner Tools Utility tile.
2. Click the **Settings** tab, and then select the appropriate sleep mode and auto-off settings.

NOTE: If you set both Sleep Mode and auto-off to **1 hour**, the scanner will automatically turn off after one hour.

   - To specify the period of inactivity after which the scanner goes into Sleep Mode, select **15 minutes** or **1 hour** from the **Sleep: Put the scanner to sleep after:** drop-down list.
   - To specify the period of inactivity after which the scanner automatically turns off, select the appropriate value (**1 hour**, **2 hours**, **4 hours**, or **Never**) from the **Auto-Off: Turn off the scanner after:** drop-down list.

Mac: Use HP Utility to change the default sleep and auto-off settings.

HP EveryPage Ultrasonic (Windows)

Your HP scanning solution can detect when multiple pages feed through the scanner at the same time using HP EveryPage Ultrasonic. With this technology, you can also recover from multi-feed errors without losing the pages that you have already scanned.

When a multi-feed occurs, the software displays a message and a thumbnail of the last successfully-scanned page. Select an option from the message to resolve the issue, reseat the remaining pages in the stack, and then continue the scan.

The HP Easy Scan software contains several options to control how HP EveryPage Ultrasonic works. For example, you can exclude a certain region of the page from multi-feed detection, which might be helpful if your documents contain sticky notes. To view or change these options, open HP Easy Scan and go to the **Hardware Options** tab of the **Scan Settings** tab.

2 Use the scanner

The following topics describe how to load and scan originals.

Load originals

The following topics describe how to load originals into the document feeder.

Document loading tips

- The maximum capacity of the document feeder is 50 sheets of 75 g/m^2 (20 lb) paper. When using heavier paper, the maximum capacity is decreased.

TIP: Use the lines on the input tray paper guides to help you to not exceed the document feeder capacity.

- The maximum card capacity, for card stock up to 15 points, is approximately 9–10 cards.
- Be sure that your documents are within these guidelines:

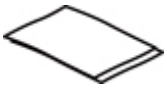
Width:	74 mm to 215.9 mm (2.9 in to 8.5 in)
Length:	51 mm to 864 mm (2.0 in to 34 in)
Weight:	49 g/m^2 to 120 g/m^2 (13 lb to 32 lb)

- The scanner document feeder can process cards that meet the following specifications:

Minimum size:	51 mm x 74 mm (2.0 in x 2.9 in)
Maximum size:	210 mm x 269 mm (8.3 in x 10.6 in)
Minimum weight:	253 g/m^2 (12 points or 102 lb)
Maximum weight:	326 g/m^2 (15 points or 120 lb)

- Scanning the following types of documents might result in paper jams or damage to the documents.

Wrinkled or creased documents	Curled documents

	Torn documents		Documents with paper clips or staples
	Carbon paper		Coated paper
	Extremely thin, translucent paper		Paper with adhesive notes or flags attached
	Photos		Overhead transparencies
	Papers that are stuck together		Paper where the toner has not fully dried, or with wet substances such as glue or correction fluid

- Smooth out any folds or curls in your documents before placing them into the feeder. If the leading edge of a document is curled or folded, it may cause a paper jam.
- When loading paper that is smaller than 74 mm (2.9 in) in one dimension (such as business cards), place the pages with the short side parallel to the paper guides.
- To scan fragile documents (such as photos or documents on wrinkled or very lightweight paper), place the document in a clear, heavyweight document sleeve no wider than 215.9 mm (8.5 in) before loading them into the document feeder.

TIP: If you do not have an appropriately-sized document sleeve, consider using a sleeve intended for use in a ring binder. Trim the ring-side edge so the sleeve is no more than 215.9 mm (8.5 in) wide.

- Make sure that the hatch on the document feeder is securely latched. To properly close the hatch, press firmly on both sides of the hatch until you hear both sides click.
- Adjust the paper guides to the width of the documents. Make sure that the paper guides touch the edges of the original. If there is any clearance between the paper guides and the edges of the documents, the scanned image might be skewed.
- When placing a stack of documents into the feeder, gently set the stack in the document feeder. Do not drop the stack into the feeder and do not tap the top edge of the stack after you have placed the stack in the document feeder.
- Clean the scan rollers if the rollers are visibly dirty or after scanning a document written with or written on with pencil.

Load documents

1. Open the scanner lid.
2. Extend the document input and output trays.

a. Lift up on the document input tray extension (1), and then flip up the hinged extension flap (2).

b. Open the document output tray, and then flip up the hinged extension flap.

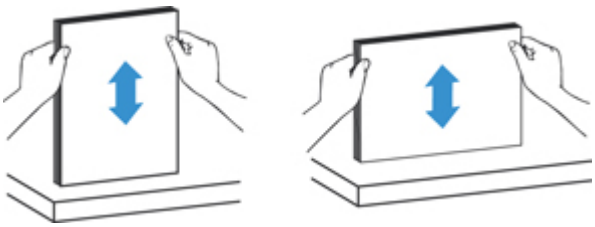
TIP: You can scan with the output tray closed, as shown below.

3. Adjust the paper guides on the document feeder to the width of the documents. Take care not to overtighten the guides, which can restrict paper feeding.

When scanning small originals such as checks, it is especially important that the paper guides fit snugly against the edges of the original yet not restrict paper feeding.

4. Fan the stack of document pages to ensure that the pages do not stick together. Fan the edge that will be pointing into the feeder in one direction, and then fan that same edge in the opposite direction.

5. Align the edges of the documents by tapping the bottom of the stack against the table top. Rotate the stack 90 degrees and repeat.



6. Gently set the stack in the document feeder. Load the pages face down with the top of the pages pointing into the feeder.

   For best results, do not drop the stack into the feeder and do not tap the top edge of the stack after you have placed it in the document feeder.

TIP: Avoid feeding a document with a leading edge that has been folded or frayed.

7. Verify that the paper guides are aligned with the edges of the stack.

Load cards

To load cards into the document feeder, follow these steps:

1. Place the stack of cards face down with the short dimension parallel to the paper guides.

2. Adjust the paper guides to center the cards, making sure the paper guides touch the edges of the cards.

Start a scan from the hardware

To scan from the control panel, follow these steps:

1. Load the originals.
2. Press the Scan ( ) button.

   To cancel a scan, press the Cancel ( ) button.

Use the scanning software

The following topics describe how to use the scanning software.

How to get software updates

For the latest software updates, see www.hp.com/support, select your location, click **Drivers & Software**, and then search on your product name or number.

Windows software

The following topics describe how to scan using Windows software.

Scan from HP Easy Scan

You can start a scan from the HP Easy Scan software.

1. Do one of the following:
   - Double-click the HP Easy Scan icon on your desktop.
   - Windows XP, Vista, Windows 7: Click **Start**, point to **Programs** or **All Programs**, point to **HP**, point to **HP Easy Scan**, and then click **HP Easy Scan**.
   - Windows 8: On the **Start** screen, click the HP Easy Scan tile.
2. Select a scan shortcut, and then click **Scan**.

TIP: A description of the selected shortcut is displayed.

For more information, see the HP Easy Scan Help.

Scan from other applications

You can scan an image or document directly into one of your applications if the application has a menu option such as **Acquire**, **Scan**, **Import New Object**, or **Insert**. If you are unsure whether the program is compliant or what the option is, see the documentation for that program.

For more information, see the online help for the scanning software.

Scan to cloud

Follow these steps to scan items to your network destinations (for example, Google Drive ™ [formerly Google Docs™] or Box.net). Your computer must be connected to the Internet to complete this task.

1. Load the document into the document feeder.
2. Double-click the HP Easy Scan icon on your desktop to display the HP Easy Scan Main Window.
3. Select a cloud destination from the **Scan Shortcut** list.

TIP: If your cloud destination is not in the shortcut list, click the **Add** button and add a new destination to the list.

4. If prompted, type your login information for the cloud destination in the **Destination** panel.
5. Click **Scan**.

Work with scan shortcuts

Scan shortcuts provide a fast, efficient way to select the settings for frequently-performed scanning tasks.

- You can use the HP Easy Scan software to set up and modify shortcuts, and to assign either a preset or custom shortcut to the Scan ( ) button.
- You can use the TWAIN and ISIS interfaces to create scan profiles (which only contain scanner settings) for use with non-HP software applications.

View scan shortcuts

To view the existing scan shortcuts, start HP Easy Scan by doing one of the following:

- Double-click the HP Easy Scan icon on your desktop.
- Windows XP, Vista, Windows 7: Click **Start**, point to **Programs** or **All Programs**, point to **HP**, point to **Scanjet**, point to **3000 s2**, and then click **HP Easy Scan**.
- Windows 8: On the **Start** screen, click the HP Easy Scan tile.

TIP: If HP Easy Scan is already running, you can view the shortcuts by clicking the plus (+) sign at the top of the shortcuts list.

Create scan shortcuts

To create a scan shortcut, follow these steps:

1. Start HP Easy Scan by doing one of the following:
   - Double-click the HP Easy Scan icon on your desktop.
   - Windows XP, Vista, Windows 7: Click **Start**, point to **Programs** or **All Programs**, point to **HP**, point to **HP Easy Scan**, and then click **HP Easy Scan**.
   - Windows 8: On the **Start** screen, click the HP Easy Scan tile.
2. Right-click the shortcut list and select **Create New**.

   The **Shortcut Editor** dialog displays.

TIP: You might want to set up the new shortcut based on an existing one. To do so, select and copy an existing shortcut, edit the settings as desired, and then save the shortcut under a new name.

3. Type a name for the shortcut in the **Shortcut Name** field.
4. Select the settings for the shortcut by clicking on the appropriate tab (**Scan Settings**, **Destination**, **Properties**), and then make your selections.
5. When you have finished selecting scan shortcut settings, click **Save** to save the new shortcut.

For more information, see the HP Easy Scan Help.

Import and export scan shortcuts

Shortcuts can be exported into and imported from an XML file so that administrators can set up shortcuts for a workgroup, users can transfer their shortcuts from one machine to another, and users can share custom shortcuts with each other.

For more information, see the HP Easy Scan Help.

Apply a background filter

You can apply a background filter to remove or smooth a document's background color.

- Removing a background color changes the background color to white.
- Smoothing a background color removes any variations in the background color, making it consistent

To apply a filter to the background color, follow these steps:

1. Start HP Easy Scan (double-click the HP Easy Scan icon on your desktop, or use your computer's **Start** menu).
2. Right-click the desired shortcut and click **Edit** to open the **Shortcut Editor** dialog.

3. On the **Image Processing** tab, select the desired background filter option.
4. Click **Save**.

HP EveryPage Ultrasonic

HP EveryPage Ultrasonic stops the scan process if it senses that multiple pages are fed into the scanner at one time. This feature is enabled by default.

You might want to disable this feature if you are scanning:

- Multipart forms (a use that HP does not recommend).
- Documents which have labels or sticky notes attached to them.

To disable HP EveryPage Ultrasonic, follow these steps:

1. Open HP Easy Scan and select the shortcut for which you want to disable misfeed detection.
2. From the **Shortcuts** menu, click **Edit**.
3. On the **Shortcut Editor** dialog, click the **Properties** tab.
4. Clear the **Misfeed (multipick) detection** check box.

   For detailed information on this feature and its options, see the HP Easy Scan Help.

NOTE: Use the ISIS or TWAIN user interface to enable misfeed detection when scanning from non-HP software.

Mac software

The following topics describe how to scan using Mac software.

Scan documents

You can use the Image Capture application to scan documents from the document feeder.

NOTE: Integrated optical character recognition (OCR) functionality is only available via the Scan ( ) button, and the shortcut assigned to the button must specify OCR output. However, you can initiate a scan through the optional I.R.I.S. ReadIris Pro software and then save the OCR-processed scan results to a file.

To scan from Image Capture, complete these steps:

1. Place the document in the document feeder.
2. In the **Applications** folder, double click the Image Capture icon.
3. In the **Image Capture** window, select your scanner from the **Devices** list.

   TIP: For more Image Capture scanning options, click **Show Details**.

4. Select a file format and scan destination in the **Scan To** list, and then click **Scan**.

Scan to email

You must be connected to the Internet to complete this task.

To scan to an email, complete these steps:

1. Place the document in the document feeder.
2. In the **Applications** folder, double click the Image Capture icon.
3. In the **Image Capture** window, select your scanner from the **Devices** list.

TIP: For more Image Capture scanning options, click **Show Details**.

4. Select **Mail** in the **Scan To** list to automatically attach the scan to an email message.

NOTE: If you use an email application other than Apple Mail, you can scan the document to a file and manually attach it to an email, or you can add your email application to the **Scan To** list.

To add your email application to the list, select **Other**, select your email application, and then click **Choose**.

5. On the resulting email message, enter the email address, subject, and any message text, and then send the email.

Scan from other applications

You can scan an image directly into any ICA-compliant application. In your application, look for options to import or acquire images from a scanner.

NOTE: The HP software does not support TWAIN scanning. If your application has import or acquire functions but your HP scanner is not listed, the application might only be searching for scanners that support TWAIN.

3 Care and maintenance

This section presents information about how to care for and maintain the scanner. For the latest maintenance information, see www.hp.com/support.

- HP Scanner Tools Utility Maintenance tab (Windows)
- HP Utility (Mac)
- Order maintenance and scanning supplies
- Clean the scanning strips
- Clean the paper path
- Clean the rollers
- Replace the roller and separation pad

Occasional cleaning of the scanner helps ensure high-quality scans. The amount of care necessary depends upon several factors, including the amount of use and the environment. You should perform routine cleaning as necessary.

HP Scanner Tools Utility Maintenance tab (Windows)

The **Maintenance** tab of the HP Scanner Tools Utility displays the scanner usage, maintenance history, and settings. You can record scanner maintenance and change the setting for maintenance alerts.

For detailed information, see the HP Scanner Tools Utility Help.

HP Utility (Mac)

Use HP Utility to manage settings for device configuration, to assign a shortcut to the Scan ( ) button on the control panel, and to modify shortcut settings.

Order maintenance and scanning supplies

You can purchase maintenance parts for your scanner.

1. See the HP scanner parts Web site at www.hp.com/buy/parts.
2. If prompted, select your language, and then click the arrow to the right of the language drop-down list.

Clean the scanning strips

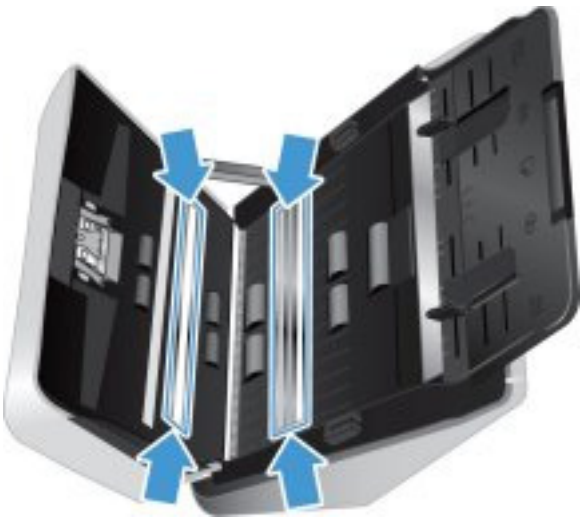
Clean both strips of glass inside the document feeder periodically, including any time a scanned image has streaks. Lightly dust the small strips of gray reflective material if debris is present.

To clean these components, follow these steps:

1. Press the Power ( ) button to turn off the scanner, and then disconnect the USB cable and power supply from the scanner.

2. Pull forward on the document feeder latch to open the document feeder hatch.

3. Clean the strips with a soft, lint-free cloth that has been moistened with distilled water or clean tap water.



CAUTION: Use only distilled water or clean tap water to clean the scanning strips.

Do not spray water directly on the scanning strips.

4. Dry the scanning strips with a dry, soft, lint-free cloth, making sure to wipe the small strips of gray reflective material on each strip.

5. Press on both sides of the document feeder hatch at the same time to close the hatch, reconnect the USB cable and power supply to the scanner, and then press the Power (⏻) button to turn on the scanner.

Clean the paper path

If scanned images have streaks or scratches, use an HP paper path cleaning cloth to clean the paper path.

NOTE: If you experience repeated document jams, clean the rollers.

To clean the paper path, follow these steps:

1. Open the sealed HP paper path cleaning cloth container, starting at the notch. Take care not to tear the cleaning cloth.
2. Remove the cleaning cloth and unfold it.
3. Place the unfolded cloth into the document feeder.

4. Windows: Launch the HP Scanner Tools Utility, and then click **Maintenance**.
5. Feed the cloth through the scanner.

   Windows: Under **Clean Paper Path**, click **Clean** to feed the cloth through the scanner.

   Mac: Press the Scan ( ) button to feed the cloth through the scanner.

NOTE: In addition to feeding the cloth through the scanner, the Mac will perform the scan shortcut assigned to the scan button.

CAUTION: Wait two minutes for the components to dry before proceeding to the next step.

6. Place up to five pages of printed paper in the scanner. Scan and view the results.

7. If streaks still appear, repeat steps 3 through 6.

   The cleaning cloth can be cycled through the scanner up to five times within 30 minutes. After that, the cloth will dry out. If repeated cycling of the cleaning cloth does not remove the streaks from the scanned images, clean the rollers.

8. Windows: Under **Record Cleaning Paper Path**, click **Record Cleaning** to log this cleaning activity and update the paper path cleaning history.

Clean the rollers

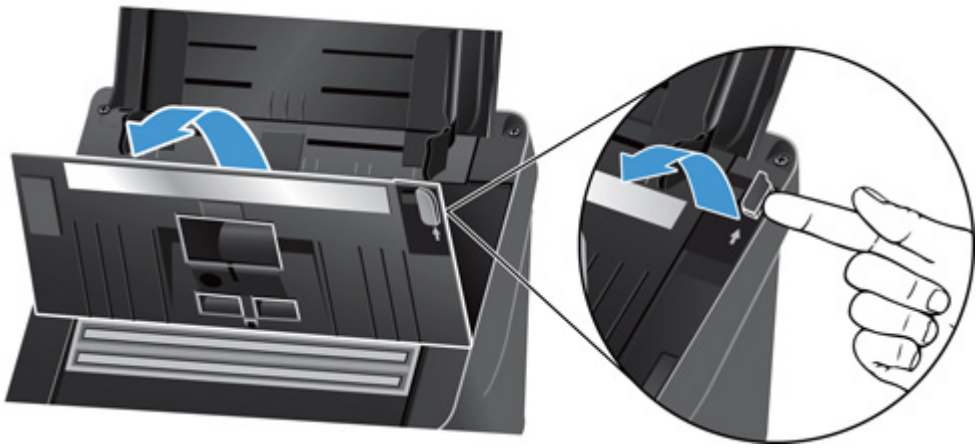
Clean the rollers under the following conditions:

- Windows: The HP Scanner Tools Utility indicates that cleaning is needed.
- You experience repeated document jams.
- The document feeder does not pull pages into the paper path.
- The scanned images are elongated.
- You frequently scan any of the following types of documents: coated paper, chemically treated documents such as carbonless paper, documents with a large amount of calcium carbonate, documents written with or written on with pencil, documents on which the toner has not fused.

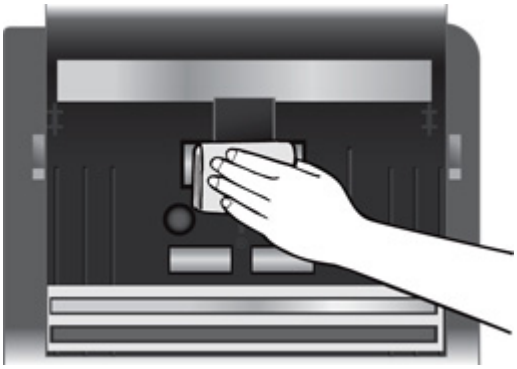
To clean the rollers, follow these steps:

1. Press the Power (⏻) button to turn off the scanner, and then disconnect the USB cable and power supply from the scanner.
2. Pull forward on the document feeder latch to open the document feeder hatch.

3. On the rear of the open document feeder, slide a fingertip under the tab at the upper right corner of the feed roller cover, and then grasp the tab firmly and pull forward to open the feed roller cover and expose the upper feed rollers.

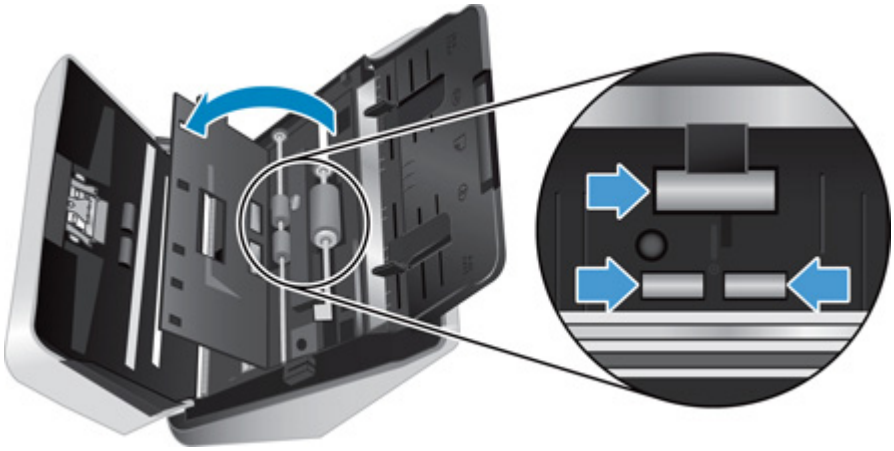


4. Using an HP paper path cleaning cloth or a clean, lint-free cloth moistened with distilled water or clean tap water, wipe the feed rollers on both sides of the open hatch.

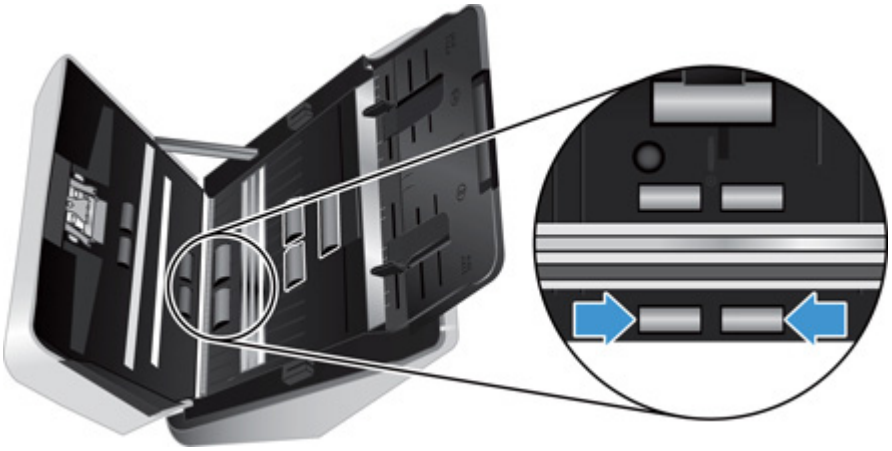


Wipe the rollers both from the top down and from side to side, rotating the rollers a full 360 degrees to ensure that you wipe the complete surface.

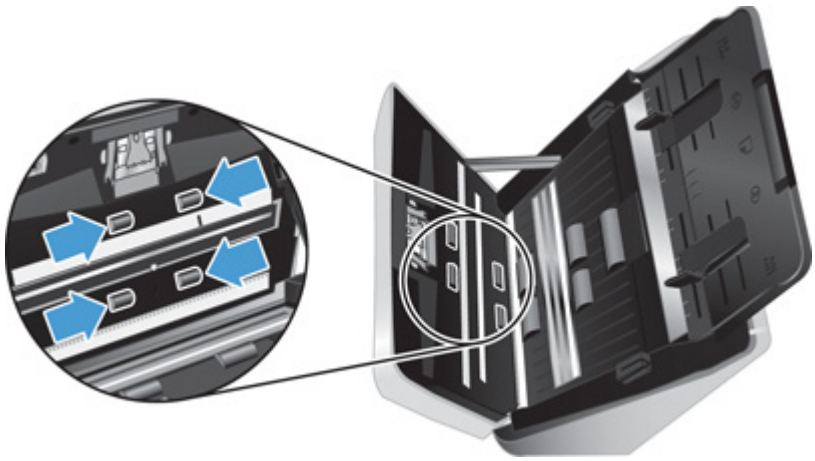
a. Wipe the three feed rollers on the rear of the open hatch which were made accessible when you opened the feed roller cover.



b. Close the feed roller door (pressing firmly at the top edge on both sides until the door clicks into place), and then wipe the two rollers near the bottom on the rear of the open hatch.



c. Wipe the four rollers on the front of the open hatch.



⚠ **CAUTION:** Wait two minutes for the feed rollers to dry before loading documents into the document feeder.

5. Press on both sides of the document feeder hatch at the same time to close the hatch, and then reconnect the USB cable and power supply to the scanner.
6. Press the Power (⏻) button to turn on the scanner.
7. **Windows**: Update the scanner maintenance history.

   a. Launch the HP Scanner Tools Utility, and then click the **Maintenance** tab.

   b. Under **Record Cleaning Rollers**, click **Record Cleaning** to log this cleaning activity and update the roller cleaning history.

      For more information, see the HP Scanner Tools Utility Help.

Replace the roller and separation pad

Replace the roller and separation pad under the following conditions:

- Windows: When the **Maintenance Recommended** dialog indicates they are due for maintenance.
- If you experience repeated document jams and cleaning the rollers did not help.

NOTE: HP recommends that you replace the roller and separation pad every 100,000 scans.

Windows: The HP Scanner Tools Utility can remind you when service is needed, which depends on many conditions and might be sooner than this replacement interval.

The roller replacement kit contains a roller, a separation pad, and replacement instructions; you should always replace the separation pad at the same time you replace the rollers. To order the replacement kit, see the HP scanner parts Web site at www.hp.com/buy/parts.

NOTE: The roller replacement kit is a consumable and is not covered under warranty or standard service agreements.

To replace the roller and separation pad, follow these steps:

1. Press the Power (⏻) button to turn off the scanner, and then disconnect the USB cable and power supply from the scanner.
2. Replace the roller and separation pad as described in the instructions that were included with the replacement kit.
3. Press on both sides of the document feeder hatch at the same time to close the hatch, and then reconnect the USB cable and power supply to the scanner.
4. Press the Power (⏻) button to turn on the scanner:
5. Update the scanner maintenance history.

   Windows

   a. Launch the HP Scanner Tools Utility.

   b. Under **Record Replacement**, click **Record Replacement** to log this replacement activity and update the roller replacement history.

      For more information, see the HP Scanner Tools Utility Help.

   Mac

   a. Launch HP Utility.

   b. Under **Maintenance**, click **Record Replacement** to log this replacement activity and update the roller replacement history.

4 Troubleshooting

This section contains solutions for common problems with the scanner.

For additional troubleshooting, see the Help for the HP scanning program that you are using.

Basic troubleshooting tips

Simple issues such as smudges on the scanning strips or loose cables can cause your scanner to produce fuzzy scans, operate in an unexpected manner, or fail to operate. Always check the following items when you encounter scanning problems.

- If scans are fuzzy, check to see if the scanning strips inside the document feeder are dirty or smudged. If so, clean the scanning strips.

  If you are scanning a document that will be analyzed using Optical Character Recognition (OCR), make sure that the original document is clear enough to be analyzed.

- Make sure that the USB and power cables are firmly seated in their respective connectors on the back of the scanner, and that the power cord is plugged into a working electrical outlet or surge protector.

- Make sure the scanner has not automatically powered off. If it has, press the Power (⏻) button to turn on the scanner.

  TIP: You can change the auto-off setting using HP Scanner Tools Utility (Windows) or HP Utility (Mac).

- Ensure that the scanner is receiving power.

  - Check that the green LED on the power supply case is on.
  - If the green LED is not on, ensure that power is available to the power outlet or surge protector that the power supply is plugged into.
  - If power is available to the power outlet or surge protector but the green LED is still not on, the power supply might be defective. Contact www.hp.com/support for assistance.

- If you receive a **Scanner not found** message on your computer when trying to use the scanner, turn off the scanner, wait 30 seconds, and then turn on the scanner. If you still receive this message, you might need to reset the scanner.

- If you have connected the scanner to the computer through a USB hub or through a USB port on the front of the computer, disconnect the scanner and then reconnect it to a USB port on the back of the computer.

- Windows: Make sure that the Scan (📄) button is enabled (see “Product accessibility” for more information).

- Turn off the scanner, wait 30 seconds, and then turn on the scanner.

- Make sure the document feeder hatch is closed.

- Restart the computer.

If you continue to have problems, it is possible that your HP scanning software, firmware, or associated drivers are out of date or have become corrupted. See www.hp.com/support to locate software, firmware, and driver updates for your scanner.

Scanner installation troubleshooting

- Check the cables
- Uninstall and then reinstall the HP Scanjet drivers and tools (Windows)

Check the cables

Cable type	Action
Power cable	The power cable is connected between the scanner and a power outlet. • Ensure that the power cable is securely connected between the scanner and a live electrical outlet or surge protector. • If the power cable is connected to a surge protector, ensure that the surge protector is plugged into an outlet and turned on. • Press the Power (⏻) button to turn off the scanner, and then turn off the computer. After 30 seconds, turn on the scanner and then turn on the computer, in that order.
USB cable	The USB cable is connected between the scanner and the computer. • Use the cable that was included with the scanner. Another USB cable might not be compatible with the scanner. • Ensure that the USB cable is securely connected between the scanner and the computer. • If the USB cable is connected to a USB port on the front of the computer, move it to a USB port on the back of the computer. For additional USB troubleshooting information, see www.hp.com/support, select your country/region, and then use the search tool to find USB troubleshooting topics.

Uninstall and then reinstall the HP Scanjet drivers and tools (Windows)

If checking the scanner cable connections did not solve the problem, the problem might have occurred because of an incomplete installation. Try uninstalling and then reinstalling the HP Scanjet drivers and tools.

1. Press the Power (⏻) button to turn off the scanner, and then disconnect the USB cable and power cable from the scanner.
2. On the computer, open Control Panel and use the **Add/Remove** tool (in Vista, Windows 7, and Windows 8, the **Programs and Features** tool) to uninstall the following applications:
   - HP Scanjet 3000 s2
   - HP Scanjet 3000 s2 ISIS
   - HP Easy Scan
3. Restart the computer.

4. Use the HP scanning software CD that came with the scanner to reinstall the HP Scanjet drivers and tools.
5. Reconnect the USB cable and power cable to the scanner, and then press the Power (⏻) button to turn on the scanner.

Scanner initialization or hardware problems

- Check the USB connection
- Check that the scanner has power
- Reset the scanner
- The scanner has stopped working correctly

Check the USB connection

Check the physical connection to the scanner.

- Use the cable that was included with the scanner. Another USB cable might not be compatible with the scanner.
- Ensure that the USB cable is securely connected between the scanner and the computer. The trident icon on the USB cable faces down when the cable is properly connected to the scanner.

If the problem persists after verifying the above items, try the following:

1. Do one of the following tasks depending on how the scanner is connected to the computer:
   - If the USB cable is connected to a USB hub or a docking station for a laptop, disconnect the USB cable from the USB hub or the docking station, and then connect the USB cable to a USB port on the back of the computer.
   - If the USB cable is directly connected to the computer, plug it into a different USB port on the back of the computer.
   - Remove all other USB devices from the computer except for the keyboard and the mouse.
2. Press the Power (⏻) button to turn off the scanner, wait 30 seconds, and then turn on the scanner.
3. Restart the computer.
4. After the computer has restarted, try using the scanner.
   - If the scanner works, reconnect any additional USB devices one at a time; try the scanner after connecting each additional device. Disconnect any USB devices that prevent the scanner from working.
   - Windows: If the scanner does not work, open Control Panel on your computer and use the **Add/Remove** tool (in Vista, Windows 7, and Windows 8, the **Programs and Features** tool) to uninstall the following applications:
     - HP Scanjet 3000 s2
     - HP Scanjet 3000 s2 ISIS
     - HP Easy Scan

   Reinstall the applications using the HP scanning software CD that came with your scanner.

Check that the scanner has power

The power cable is connected between the scanner and a power outlet.

- Ensure that the power cable is securely connected between the scanner and a live electrical outlet.
- If the power cable is connected to a surge protector, ensure that the surge protector is plugged into an outlet and turned on.
- Ensure that the scanner is receiving power.
    - Check that the green LED on the power supply case is on.
    - If the green LED is not on, ensure that power is available to the power outlet or surge protector that the power supply is plugged into.
    - If power is available to the power outlet or surge protector but the green LED is still not on, the power supply might be defective. Contact www.hp.com/support for assistance.

If the problem persists after verifying the above items, follow these steps:

1. Press the Power (⏻) button to turn off the scanner, and then disconnect the power supply from the scanner.
2. Wait 30 seconds.
3. Reconnect the power supply, and then press the Power (⏻) button to turn on the scanner.

Reset the scanner

You might need to reset the scanner under the following conditions:

- If you receive an error message similar to **Scanner initialization failed** when trying to use the scanner.
- If you receive a **Scanner not found** error message when trying to use the scanner and turning the power off for 30 seconds, and then back on, did not resolve the error.

To reset the scanner, follow these steps:

1. Close all open scanning software.
2. Press the Power (⏻) button to turn off the scanner, and then disconnect the power supply from the scanner.
3. Windows: If the USB cable is connected to a USB hub or to a USB port on the front of the computer, disconnect the USB cable and reconnect it to a port on the back of the computer.
4. Wait 30 seconds.
5. Reconnect the power supply, and then press the Power (⏻) button to turn on the scanner.

The scanner has stopped working correctly

If the scanner stops scanning, follow these steps. After each step, start a scan to see if the scanner is working. If the problem persists, proceed with the next step.

1. A cable might be loose. Ensure that both the USB cable and power supply are properly connected.

   Use the cable that was included with the scanner. Another USB cable might not be compatible with the scanner.

2. Ensure that the scanner is receiving power.

   a. Check that the green LED on the power supply case is on.

   b. If the green LED is not on, ensure that power is available to the power outlet or surge protector that the power supply is plugged into.

   c. If power is available to the power outlet or surge protector but the green LED is still not on, the power supply might be defective. Contact www.hp.com/support for assistance.

3. Unplug the power cable from the power source, wait 30 seconds, and then plug it back in.

4. Restart your computer.

5. Windows: On the computer, open Control Panel and use the **Add/Remove** tool (in Vista, Windows 7, and Windows 8, the **Programs and Features** tool) to uninstall the following applications:

   - HP Scanjet 3000 s2
   - HP Scanjet 3000 s2 ISIS
   - HP Easy Scan

6. Reinstall the applications using the HP scanning software CD that came with your scanner.

Scanner operation problems

- Scanner will not turn on
- Scanner keeps turning off
- Scanner does not scan right away
- Scanner scans only one side of a two-sided page
- Scanned pages are missing at the scan destination
- Scanned image is fuzzy
- Scanned pages are out of order at the scan destination
- Optimize scanning and task speeds
- The scan is completely black or completely white
- Scanned images are not straight
- Vertical white stripes appear on the printed page
- Vertical colored stripes appear on the printed page
- Scan files are too large

Scanner will not turn on

If the scanner will not turn on when you press the Power (⏻) button, check the following:

- The scanner may have been unplugged. Check to see that the power supply has not become disconnected from the scanner or unplugged from the power source.
- The power supply might not be working.
    - Check that the green LED on the power supply case is on.
    - If the green LED is not on, ensure that power is available to the power outlet or surge protector that the power supply is plugged into.
    - If power is available to the power outlet or surge protector but the green LED is still not on, the power supply might be defective. Contact www.hp.com/support for assistance.

Scanner keeps turning off

By default, the scanner will enter Sleep Mode after 15 minutes of inactivity, and will turn off automatically after two hours of inactivity to conserve power.

Windows: To change the defaults, complete these steps:

1. Launch the HP Scanner Tools Utility.
2. Click the **Settings** tab, and then select the appropriate Sleep Mode and Auto-Off settings.
    - To specify the period of inactivity after which the scanner goes into Sleep Mode, select **15 minutes** or **1 hour** from the **Sleep: Put the scanner to sleep after:** drop-down list.
    - To specify the period of inactivity after which the scanner automatically turns off, select the appropriate value (**1 hour**, **2 hours**, **4 hours**, or **Never**) from the **Auto-Off: Turn off the scanner after:** drop-down list.

Mac: Use HP Utility to change these defaults.

Scanner does not scan right away

Make sure the document feeder hatch is closed, and that the scanner is turned on.

Scanner scans only one side of a two-sided page

Verify that the scan shortcut you selected specifies two-sided scanning.

Scanned pages are missing at the scan destination

When scanning, pages that stick together are scanned as one item.

Windows: HP EveryPage Ultrasonic stops the scan if multiple pages are fed into the scanner at one time. To enable HP EveryPage Ultrasonic, follow these steps:

1. Open HP Easy Scan and select the shortcut for which you wish to enable misfeed (multipick) detection.
2. From the **Shortcuts** menu, click **Edit**.
3. On the **Shortcut Editor** dialog, click the **Properties** tab.
4. Select the **Misfeed (multipick) detection** check box.

Scanned image is fuzzy

- Check for any obstructions in the scanner paper path and make sure the paper width guides are positioned appropriately. Try another scan.
- Clean the scanning strips inside the document feeder.
- Verify that the document is not fuzzy.

Scanned pages are out of order at the scan destination

- Verify that the page order of the original document is correct before placing the document face down into the document feeder.
- Make sure that there are no staples, paper clips, or any other attached material (such as adhesive notes) that may cause the pages to feed incorrectly.
- Verify that pages are not stuck together.

Optimize scanning and task speeds

Several settings influence the total time for a scanning job. When you want to optimize scanning performance, consider the following information.

- To optimize performance, make sure your computer meets the recommended system requirements. To view minimum and recommended system requirements, see www.hp.com, and then search on your scanner model plus the word **specifications**.
- Saving a scanned image to a searchable format (for example, searchable PDF) takes more time than saving to an image format because the scanned image is analyzed using Optical Character Recognition (OCR). Verify that you need a searchable output file before selecting a searchable scan format.
- Scanning at a higher resolution than necessary increases scanning time and creates a larger file with no additional benefit. If you are scanning at a high resolution, set the resolution to a lower level to increase scanning speed.

The scan is completely black or completely white

- The item might not be placed correctly in the document feeder. Make sure that the item you are trying to scan is placed face down in the document feeder.
- Windows: If you are scanning to a black and white image, make sure your black and white threshold is not set to either extreme . Setting the threshold to an extreme will result in an image that is all white or all black.
- Mac: If you are scanning to a text image, set **Image Correction** to **Manual** and use the **Threshold** slider bar to adjust the threshold.

Scanned images are not straight

- Verify that the document feeder guides are centered on the scanner and set to an appropriate width for the original being scanned. Make sure the paper guides touch the edges of the original.
- Windows: Use the **Auto-Straighten** feature to straighten content that is skewed relative to the page dimensions in the source document. Use the **Auto Detect Size** feature to deskew page images that might have become skewed during the scanning process.

Vertical white stripes appear on the printed page

The destination printer might be out of toner or ink. Scan a different original to the same printer to see if the issue lies with the printer.

If the second scan has the same problem, try scanning to a different printer.

Vertical colored stripes appear on the printed page

Dust can build up on the scanning strips inside the document feeder and cause artifacts in scanned images. Clean the scanning strips with a soft, lint-free cloth that has been moistened with distilled water or clean tap water.

Scan files are too large

- Most scanning software, including HP Easy Scan, allows you to select a smaller file size when selecting the output file type. For more information, see the Help for the scanning software you are using.
- Verify the scan resolution setting (for more information, see the Help for the scanning software you are using):
    - 200 dpi is sufficient for storing documents as images.
    - For most fonts, 300 dpi is sufficient for using optical character recognition (OCR) to create editable text.
    - For Asian fonts and small fonts, 400 dpi is the recommended resolution.

  Scanning at a higher resolution than necessary creates a larger file with no additional benefit.
- Color scans create larger files than do black and white scans.
- If you are scanning a large number of pages at one time, consider scanning fewer pages at a time to create more, smaller files.

Scanner buttons are not working correctly

After each step, press the Scan ( ) button. to see if it is working correctly. If the problem persists, proceed with the next step.

1. A cable might be loose. Ensure that the USB cable and the power supply are securely connected.
2. Windows: In HP Easy Scan, verify that the Scan ( ) button has not been disabled (see “Product accessibility” for more information).
3. Turn off the scanner, wait 30 seconds, and then turn the scanner back on.
4. Restart your computer.
5. If the problem still persists, there may be a problem with the control panel. Contact HP Support at www.hp.com/support.

Scanner paper path problems

- Paper jamming, skewing, misfeeds, or multiple-page feeds
- Scanning fragile originals
- Paper does not feed from the scanner
- Originals are curling up in the scanner output tray.
- The bottom of the scanned image is cut off
- The scanned images have streaks or scratches
- An item loaded in the scanner jams repeatedly
- Clear jams from the scanner paper path

Paper jamming, skewing, misfeeds, or multiple-page feeds

- Scanning damp or wet pages can cause paper jams. Make sure that the pages you are feeding are completely dry (toner is dry, there are no wet substances such as glue or correction fluid).
- Check that all rollers are in place and that the roller door and document feeder hatch are closed.
- If the pages look skewed as they feed into the scanner paper path, check the resulting scanned images in the software to ensure that they are not skewed.
- The pages might not be placed correctly. Straighten the pages and adjust the paper guides to center the stack.
- The paper guides must be touching the sides of the paper stack to work properly. Please ensure that the paper stack is straight and the guides are against the paper stack.
- The document feeder or output tray might contain more than the maximum number of pages. Load fewer pages in the document feeder, and remove pages from the output tray.
- Clean the scanner paper path to help reduce misfeeds. If misfeeds still occur, clean the rollers. If misfeeds still occur, replace the rollers.

Scanning fragile originals

To scan fragile documents (such as photos or documents on wrinkled or very lightweight paper), place the document in a clear, heavyweight document sleeve no wider than 215.9 mm (8.5 in) before loading them into the document feeder.

TIP: If you do not have an appropriately-sized document sleeve, consider using a sleeve intended for use in a ring binder. Trim the ring-side edge so the sleeve is no more than 215.9 mm (8.5 in) wide.

Paper does not feed from the scanner

Reload the pages into the document feeder, ensuring that they make contact with the rollers.

The document feeder hatch might not be securely latched. Open the hatch and then close it, pressing firmly on both sides to ensure the hatch is closed.

A problem with the scanner hardware might exist. Follow this procedure to test the scanner:

1. Ensure that the power supply is securely connected between the scanner and a live electrical outlet or surge protector. Check that the green LED on the power supply case is on to verify that the power supply is functional.
2. If the power supply is connected to a surge protector, ensure that the surge protector is plugged into an outlet and turned on.
3. Press the Power (⏻) button to turn off the scanner, disconnect the power supply from the scanner, and then turn of the computer to which the scanner is connected. Wait 30 seconds, reconnect the power supply to the scanner, press the Power (⏻) button to turn on the scanner, and then turn on the computer.
4. Try to rescan.

Originals are curling up in the scanner output tray.

Under dry conditions, lightweight originals such as those printed on carbonless copy paper may curl in the output tray. To minimize curl, flatten curled edges on the originals before placing them in the document feeder.

To obtain better scan results when scanning curled, lightweight originals, close the document output tray before scanning.

The bottom of the scanned image is cut off

By default, the scanning software can scan media that is up to 356 mm 14 in long.

Verify that the page size you select in the scanning software (or the scan shortcut you select) will accommodate the length of the document being scanned.

The scanned images have streaks or scratches

After each step, try another scan to see if the streaks or scratches are still apparent. If so, then try the next step. For information on cleaning the scanner, see the **Care and maintenance** section of the User Guide.

- Check that the originals are clean and unwrinkled.
- Clean the scanning strips inside the document feeder.
- Clean the rollers.

An item loaded in the scanner jams repeatedly

- The item might not meet the guidelines for acceptable originals.
- The item might have something on it, such as staples or self-adhesive notes on the original that must be removed.
- Make sure the paper guides touch the edges of the original.

Clear jams from the scanner paper path

To clear a paper jam, complete these steps:

1. Remove any pages from the document feeder.
2. Pull forward on the document feeder latch to open the document feeder hatch.

3. Remove the originals or any obstructions from the paper path.
4. Remove any visible debris (for example, paper, staples, or clips) from the paper path.
5. Inspect the four rollers on the front and five rollers on the rear of the document feeder hatch, and remove any visible debris.
6. Press firmly on both sides of the document feeder hatch at the same time to close the hatch.
7. Reload all originals in the document feeder and scan again.

5 Product accessibility

Windows: You have the ability to enable and disable the control panel Scan ( ) button using the button settings feature in HP Easy Scan.

NOTE: You must have administrative privileges on the computer to perform this task.

6 Specifications and warranty

This section contains regulatory information and product specifications for your scanner.

- Scanner specifications
- Document feeder specifications
- Environmental specifications
- Disposal of Waste Equipment by Users
- Electronic hardware recycling
- Chemical substances
- Regulatory information
- Energy information
- Important safety instructions
- Restriction on hazardous substance (Turkey)
- Restriction on hazardous substance (Ukraine)
- Recycle and restricted material information
- Hewlett-Packard limited warranty statement

Scanner specifications

Name	Description
Scanner type	Duplex sheet-feed scanner
Size	Width: 286 mm 11.26 in, Depth: 153 mm 6 in, Height: 162 mm 6.38 in
Weight	2.34 kg 5.16 lbs
Scanning element	Contact image sensor (CIS)
Interface	USB 2.0 high speed (compatible with USB 1.1)
Optical resolution	600 x 600 dpi hardware
Power adapter information	• This product is intended to be supplied by a Listed Power Unit, marked with **LPS** or **Limited Power Source**. • DC output for power supply: 24 Vdc, 1.5 A (1500 mA), 36W
Power consumption	For power consumption information, see the regulatory supplement pdf file on the HP scanning software CD.
System requirements	To view minimum and recommended system requirements, see www.hp.com, and then search on your scanner model plus the word **specifications**.

Document feeder specifications

Name	Description
Input tray capacity	50 sheets sheets of 75g/m^2 20 lb
Minimum paper size	51 x 74 mm 2.0 x 2.9 in
Maximum paper size	215.9 x 864 mm 8.5 x 34 in
Minimum paper weight	49 g/m^2 13 lb
Maximum paper weight	120 g/m^2 32 lb

Environmental specifications

Name	Description
Temperature	Operating the scanner: 10° to 35° C 50° to 95° F
	Storage: -40° to 65° C -40° to 149° F
Relative humidity	Operating the scanner: 10% to 80% noncondensing 10° to 35° C 50° to 95° F
	Storage: up to 90% at 0° to 65° C 32° to 149° F

Disposal of Waste Equipment by Users

This information applies to the European Union and India.

This symbol means do not dispose of your product with your other household waste. Instead, you should protect human health and the environment by handing over your waste equipment to a designated collection point for the recycling of waste electrical equipment. For more information, see www.hp.com/recycle.

Electronic hardware recycling

HP encourages customers to recycle used electronic hardware. For more information about recycling programs, see www.hp.com/recycle.

Chemical substances

HP is committed to providing our customers with information about the chemical substances in our products as needed to comply with legal requirements such as REACH (Regulation EC No 1907/2006 of the European Parliament and the Council). A chemical information report for this product can be found at www.hp.com/go/reach.

Regulatory information

Additional regulatory information about your scanner can be found in the HP Scanjet Pro 3000 s2 regulatory supplement pdf file on the HP scanning software CD.

Regulatory Model Identification Number: For regulatory identification purposes your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is FCLSD-1102. This regulatory number should not be confused with the marketing name (HP Scanjet Pro 3000 s2) or product number (L2737A).

Energy information

Hewlett-Packard printing and imaging equipment marked with the ENERGY STAR® logo is qualified to the U.S. Environmental Protection Agency's ENERGY STAR specifications for imaging equipment. The following mark will appear on ENERGY STAR qualified imaging products:

Additional ENERGY STAR qualified imaging product model information is listed at: www.hp.com/go/energystar

Important safety instructions

Read all these instructions, and follow all warnings and instructions marked on the scanner.

- In this document, warnings, cautions, and notes indicate the following:
  - Warnings must be followed carefully to avoid bodily injury.
  - Cautions must be observed to avoid damage to your equipment.
  - Notes contain important information and useful tips on the operation of this product.
  - Place the scanner close enough to the computer for the interface cable to reach it easily. Do not place or store the scanner or the AC adapter outdoors, near excessive dirt or dust, water, heat sources, or in locations subject to shocks, vibrations, high temperature or humidity, direct sunlight, strong light sources, or rapid changes in temperature or humidity. Do not use with wet hands
  - Use only the AC adapter that comes with your scanner. Using any other adapter could cause fire, electrical shock, or injury

⚠ **CAUTION:** Be sure the AC power cord meets the relevant local safety standards.

- The AC power cord should be placed to avoid abrasions, cuts, fraying, crimping, and kinking. Do not place objects on top of the AC power cord and do not allow the AC adapter or the AC power cord to be stepped on or run over. Be particularly careful to keep both of the AC power cords straight at the ends and the points where they enter the AC adapter.
- The AC adapter is designed for use with the scanner with which it was included. Do not attempt to use it with other electronic devices unless specified.
- Use only the type of power source indicated on the product's label.
- When connecting this product to a computer or other device with a cable, ensure the correct orientation of the connectors. Each connector has only one correct orientation. Inserting a connector in the wrong orientation may damage both devices connected by the cable.
- Avoid using outlets on the same circuit as photocopiers or air control systems that regularly switch on and off.
- If you use an extension cord with the scanner, make sure the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.
- Never disassemble, modify, or attempt to repair the AC adapter, scanner, or scanner option by yourself except as specifically explained in the scanner's guides.
- Do not insert objects into any opening as they may touch dangerous voltage points or short out parts. Beware of electrical shock hazards.

- If damage occurs to the plug, replace the cord set or consult a qualified electrician. If there are fuses in the plug, make sure you replace them with fuses of the correct size and rating.
- Unplug the scanner and the AC adapter, and refer servicing to qualified service personnel under the following conditions: The AC adapter or plug is damaged; liquid has entered the scanner or the AC adapter; the scanner or the AC adapter has been dropped or the case has been damaged; the scanner or the AC adapter does not operate normally or exhibits a distinct change in performance. (Do not adjust controls that are not covered by the operating instructions.)
- Unplug the scanner and the AC adapter before cleaning. Clean with a damp cloth only. Do not use liquid or aerosol cleaners.
- If you are not going to use the scanner for a long period, be sure to unplug the AC adapter from the electrical outlet.

Restriction on hazardous substance (Turkey)

Türkiye Cumhuriyeti: EEE Yönetmeliğine Uygundur

Restriction on hazardous substance (Ukraine)

Обладнання відповідає вимогам Технічного регламенту щодо обмеження використання деяких небезпечних речовин в електричному та електронному обладнанні, затвердженого постановою Кабінету Міністрів України від 3 грудня 2008 № 1057

Recycle and restricted material information

- **Electronic hardware recycling:** HP encourages customers to recycle used electronic hardware. For more information about recycling programs, see www.hp.com/recycle.

  This website also contains information about additional environmental topics:

  - Product environmental profile sheet for this and many related HP products
  - HP's commitment to the environment
  - HP's environmental management system
- **Product restricted material:** This HP product does not contain any material thing that might require special handling at end of life.

Hewlett-Packard limited warranty statement

HP Scanjet Pro 3000 s2 scanner

Model	Asia/Pacific	Americas	Europe/Middle East/Africa
3000 s2	1 year	1 year	1 year

1. HP warrants to you, the end-user customer, that HP hardware, accessories, and supplies will be free from defects in materials and workmanship after the date of purchase, for the period specified above. If HP receives notice of such defects during the warranty period, HP will, at its option, either replace or repair products which prove to be defective. Replacement products may be either new or equivalent in performance to new.

2. HP warrants to you that HP software will not fail to execute its programming instructions after the date of purchase, for the period specified above, due to defects in material and workmanship when properly installed and used. If HP receives notice of such defects during the warranty period, HP will replace software which does not execute its programming instructions due to such defects.

3. HP does not warrant that the operation of HP products will be uninterrupted or error free. If HP is unable, within a reasonable time, to repair or replace any product to a condition as warranted, you will be entitled to a refund of the purchase price upon prompt return of the product.

4. HP products may contain remanufactured parts equivalent to new in performance or may have been subject to incidental use.

5. This warranty does not apply to defects resulting from (a) improper or inadequate maintenance or calibration, (b) software, interfacing, parts, or supplies not supplied by HP, (c) unauthorized modification or misuse, (d) operation outside of the published environmental specifications for the product, or (e) improper site preparation or maintenance.

6. TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTIES ARE EXCLUSIVE AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED, AND HP SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE. Some countries/regions, states, or provinces do not allow limitations on the duration of an implied warranty, so the above limitation or exclusion might not apply to you. This warranty gives you specific legal rights, and you might also have other rights that vary from country/region to country/region, state to state, or province to province.

7. HP's limited warranty is valid in any country/region or locality where HP has a support presence for this product and where HP has marketed this product. The level of warranty service you receive may vary according to local standards. HP will not alter the form, fit, or function of the product to make it operate in a country/region in which it was never intended to function for legal or regulatory reasons.

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